Distance Support “Navy 3-1-1” Overview

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Navy 311 is sponsored by OPNAV N4 and administered by the Sea Warrior Program (PMW 240) within Navy’s Program Executive Officer for Enterprise Information Systems (PEO-EIS)

PEO EIS
ENTERPRISE INFORMATION SYSTEMS
DEPARTMENT OF THE NAVY

Sea Warrior
PROGRAM
PMW 240

eSolutions for Sailor and Fleet Readiness

Sea Warrior PROGRAM PMW 240

Navy 311 Objective

To establish a single, easily recognized and memorable point-of-entry for every Sailor to seek on and off-duty assistance of any nature anywhere, and anytime

Your Navy. Your Needs.

NAVY 311

1-855-NAVY-311
www.Navy311.navy.mil
Navy311@navy.mil

Sea Warrior PROGRAM PMW 240

How to contact Navy 311

- **Phone:** 1-855-NAVY-311 (1-855-628-9311)
- **DSN:** 510-NAVY-311 (510-628-9311)
- **Email:** Navy311@navy.mil -or- Navy311@navy.smil.mil
- **Web:** Unclassified site: http://www.Navy311.navy.mil

  Classified site: https://www.Navy311.navy.smil.mil
- **Text:** type “Navy311@navy.mil” into the “TO” line of message
- **Chat:** via Navy311 unclassified website
- **FAX:** 877-632-4304
- **PLAD:** NAVY THREE ONE ONE NORFOLK VA

Navy 311 Quick Facts

- **Navy 311 renames existing Navy Distance Support, Customer Relationship Management (CRM) products & services, which include the Anchor Desk, 1-877-41-TOUCH, and Global Distance Support Center (GDSC)**

- **For SAILORS: Whenever other support provisions are unavailable or cannot be identified "reach-out" to Navy 311 for immediate assistance. Certified and knowledgeable customer support professionals, many of whom are prior Navy hands, staff the help desk 24/7/365 to address both Fleet and shore command needs**

- **For LEADERS: Navy 311 provides analytical tools and decision-quality data to help the warfare enterprises, resource managers, program offices and analysts identify recurring systemic issues and make informed business decisions**

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Why the “Navy 3-1-1” Name?

- **Navy 311 is modeled after City 311 services which is the nation-wide non-emergency number for requesting services from your city / local government**
- **In 1997, the Federal Communications Commission adopted the 311 number for non-emergencies services for cities. The number 311 was chosen as a quick, easy-to-remember number (100 major cities in the US use 311)**
- **The goal of 311 services is to improve customer satisfaction with city services paid for by their respective tax payers. Benefits are a single POC with requests for service/questions; improved service delivery; consistent, accurate, and efficient information to citizens; and enables the city to respond, give feedback and track progress of citizen requests.**
- **Principles of 311:**

  Accessibility: Provide quick and easy access to support services and information while rendering the highest levels of customer service

  Accountability: Help support providers improve their delivery by focusing on their core missions and efficiently managing their workloads

  Transparency: Derive actionable knowledge to facilitate decision making and resource allocation via measurement and analysis of requested assistance

Navy 311 Service Categories and Examples

- **Personnel**

Quality-of-Service & Life to include: Records, Pay & Benefits, Billeting, Advancement, Awards, Legal, Religious, Family Care, Morale & Welfare

- **Equipment and Maintenance**

Life Cycle & Engineering Support to include: Acquisition, Sustainment, and Disposal; emphasizing Performance & Technical/Maintenance issues, Asset Visibility and Configuration Accounting, Safety & Security, Operational Effectiveness

- **Supply and Logistics**

Global Logistics & Contracting to include: Material & Inventory Management, PHS&T, Acquisition Support, Ship Husbanding, Terminal Operations, Cataloguing & Requisition Support, Household Goods, Navy Cash, Military Clothing Support, and Subsistence Prime Vendor Services

- **Training**

Educational Media to include: Formal (COI) Classes, Industry/Best Practices, Recruitment, Communities of Practice, Military Qualification Standards

Doctrine: Defense Readiness Reporting System – Navy (DRRS-N); DoD Directive 7730.65 of 3 Jun 02 & OPNAVINST 3501.360 of 28 Jan 08 -- The areas of Personnel, Equipment, Supply, Training, Ordnance and Facilities will be used to measure a unit's resource availability to perform Mission Essential Tasks. Readiness metrics and supporting data will be captured to highlight deficiencies in the various areas and provide insights into current unit and organizational readiness status.

Navy 311 Service Categories and Examples (con't)

- **Ordnance**

Munitions Management to include: Policy & Technical Documentation, Safety, and Logistics Support (Inventory Management, Storage, Transportation) and Disposal; any associated processes, assets & IT systems; emphasizing Performance issues, Asset Visibility and Configuration Accounting

- **Medical**

Navy Medicine to include: Capabilities & Resources; Deployment Readiness; Patient & Family Centered Care; Quality of Care; Clinical Investigation, R&D; HIPA (Health Information Protection Act)

- **Infrastructure and Facilities**

Information Technology to include: Installation Support & Management, Environmental Health & Safety, Public Works, Engineering (Military/Ocean/Facility), and Operational Support (Fire/Emergency, Force Protection, Airfield/Port Services

- **Networks**

Information Technology to include: Performance, access, or account issues (IRT S/W, Application, Website); Manuals, Guides and Procedures; Configuration & Versioning; Integration, Testing or Interoperability issues; Change Proposals; Network Connectivity; Security; Business System IT Performance. To include: NMCI/ONE-Net/ERP.

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Total Navy 311 Solution

Navy 311 is not simply call center support but rather a business solution comprising four key capabilities:

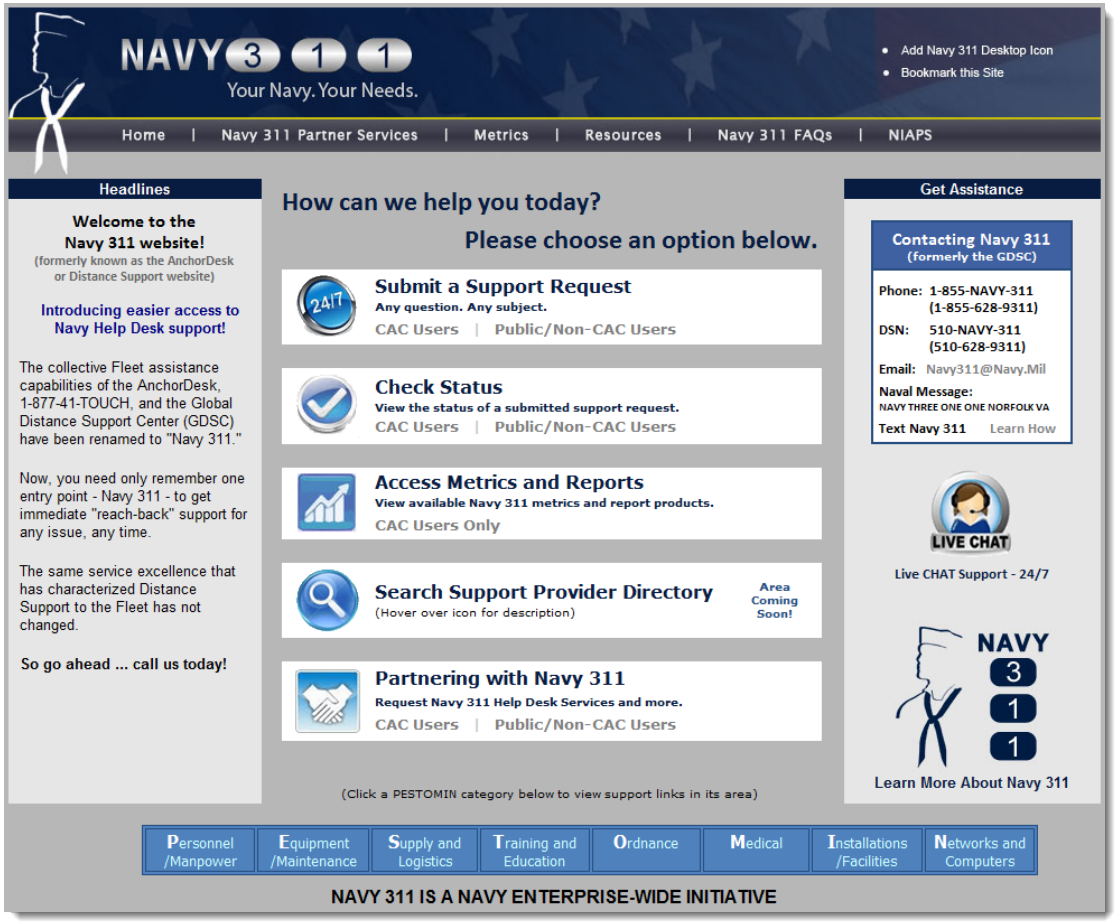
Customer Interface: Customer service representatives, personnel, and the non-technical capabilities that enable a tiered response system. The business rules of each tier ensure consistency of support from initial service request through issue resolution.

Shore-based Infrastructure: Network of authorized service providers and call center professionals as well as the IT assets that support them.

Knowledge Management: Repository of all records to enable data mining to identify trends and thereby enable process improvements and total ownership cost reduction analytics.

Program Management: Business management functions such as information and system assurance, program execution, and financial accountability.

Visit the Navy 311 Web Site


NAVY 311
Your Navy. Your Needs.
Add Navy 311 Desktop Icon
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Home | Navy 311 Partner Services | Metrics | Resources | Navy 311 FAQs | NIAPS
Headlines
Welcome to the Navy 311 website!
(formerly known as the AnchorDesk or Distance Support website)
Introducing easier access to Navy Help Desk support!
The collective Fleet assistance capabilities of the AnchorDesk, 1-877-41-TOUCH, and the Global Distance Support Center (GDSC) have been renamed to "Navy 311."
Now, you need only remember one entry point - Navy 311 - to get immediate "reach-back" support for any issue, any time.
The same service excellence that has characterized Distance Support to the Fleet has not changed.
So go ahead ... call us today!
How can we help you today?
Please choose an option below.
Submit a Support Request
Any question. Any subject.
CAC Users | Public/Non-CAC Users
Check Status
View the status of a submitted support request.
CAC Users | Public/Non-CAC Users
Access Metrics and Reports
View available Navy 311 metrics and report products.
CAC Users Only
Search Support Provider Directory
(Hover over icon for description)
Area Coming Soon!
Partnering with Navy 311
Request Navy 311 Help Desk Services and more.
CAC Users | Public/Non-CAC Users
(Click a PESTOMIN category below to view support links in its area)
Get Assistance
Contacting Navy 311
(formerly the GDSC)
Phone: 1-855-NAVY-311 (1-855-628-9311)
DSN: 510-NAVY-311 (510-628-9311)
Email: Navy311@Navy.Mil
Naval Message: NAVY THREE ONE ONE NORFOLK VA
Text Navy 311 Learn How
LIVE CHAT
Live CHAT Support - 24/7
NAVY 311
Learn More About Navy 311
Personnel /Manpower
Equipment /Maintenance
Supply and Logistics
Training and Education
Ordnance
Medical
Installations /Facilities
Networks and Computers
NAVY 311 IS A NAVY ENTERPRISE-WIDE INITIATIVE

www.Navy311.navy.mil

Here you can:

- Submit a service request
- Check service request status
- View metrics and reports
- Search for Sources of Support
- Learn about Navy 311 Partnering
  - Add to and search through the Support Provider Directory
  - Request Tiered Help Desk Services
  - Learn how to integrate an existing call center into the Navy 311

Efficiency and Business Benefits of Navy 311

- **Streamlines service support through innovative technology, solicits timely customer feedback, and improves online services**
- **Provides an enterprise framework for proactive service delivery to the Fleet and past and predictive analysis to leadership for fact-based resource decisions**
- **Presents an opportunity for Navy call centers and help desks (roughly 400) to join Navy 311 in a "federated approach" to customer advocacy and knowledge management to better serve the Navy**
- **Is envisioned to become the model for Navy Customer Relationship Management (CRM) proficiency. As such it will set service level standards and best practices to benefit the customer base with consistent and reliable assistance whenever requested**

Navy 311 Management Points of Contact

- **CDR Ray Acevedo, Assistant Program Manager for Navy Distance Support, 703.604.5236, rafael.a.acevedo@navy.mil**
- **Mr. Craig Brandenburg, Navy 311 Project Director, 717.605.3961, craig.brandenburg@navy.mil**